

Arizona Correctional Industries

Quality Times

June 2010, Volume 6 Issue 12
Green Edition

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ACI Mission Statement

*To create opportunities
for offenders to develop
marketable job skills and
good work habits
through enterprises that
produce quality products
and services for our
customers.*

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CEO Letter

ACI Employees:

ACI's May financial report indicated sales exceeded \$3 million (\$3,002,125) and profits were \$350,560; this brings our YTD sales to a total of \$29,537,142. We are well on our way to a record breaking year. Great job everyone.

The busy month of May is accompanied by the hot Arizona summer. As we push to meet the many demands of finishing a stellar year for ACI, I ask that you are cognizant of the physical demands of working in the heat. Please ensure water is available and appropriate summer clothing is worn, as well as seek out shade where possible. Occupational Health distributed a Wellness Topic on "Surviving the Arizona Summer Heat" (via email on May 18th), enclosed there is a desk reference highlighting some of the signs/symptoms of heat cramps, heat exhaustion and heat stroke; included are tips for avoiding heat related illness. If you would like the complete pamphlet re-sent in a soft copy please contact Occupational Health Nurse Judi Parker (jparker@azcorrections.gov).

While the demands remain high for our products and services, I must emphasize the continued importance of quality to our success. Our customer's satisfaction must be at the forefront of all of our business transactions. Whether it is giving a quote in a timely and friendly manner, producing a million widgets perfectly, or delivering/installing an office in a manner that is respectful to our client's co-workers/office - our quality will be the lasting impression that will keep our customers returning. Our job remains to exceed our customer's expectation.

Lastly, you may have noticed that the newsletter has made a temporary change to "Green". ACI is honoring current and future efforts to provide "green" initiatives. Enclosed you will find an article featuring some of the efforts ACI has made towards environmental sustainability, as well as suggestions for you individually and collectively as part of the ACI team. Additionally, if you have ideas for "green" initiatives that can be applied throughout ACI please forward them to Alex Benlein for consideration by management. Hope you enjoy this "Green" addition and find useful and cost effective ideas that you can apply to your daily activities.

Sincerely,

Bill Branson, CEO

Quality Standards/Results

ACI continues to pursue the highest standards for its Quality Program. Highlighted herein are some of the measures that are monitored to ensure high-quality products and services.

Monthly Sampling Comparison:

March	Inspected:	1,070,015	April	Inspected:	779,532	May	Inspected:	899,472
	Passed:	1,066,176		Passed:	776,441		Passed:	896,564
	Total %:	99.64%		Total %:	99.60%		Total %:	99.68%

Rework Cost Comparison:

March	Labor:	\$ 751.99	April	Labor:	\$ 719.82	May	Labor:	\$ 729.97
	Materials:	\$ 5,769.95		Materials:	\$ 5,577.69		Materials:	\$ 5,049.91
	Total Cost:	\$ 6,521.94		Total Cost:	\$ 6,297.51		Total Cost:	\$ 6,297.51

Bedding, Data Fulfillment, Florence Upholstery, Print Shop, and Wood Metal had no instances requiring rework in May. **Great Job!**

Inside this Issue

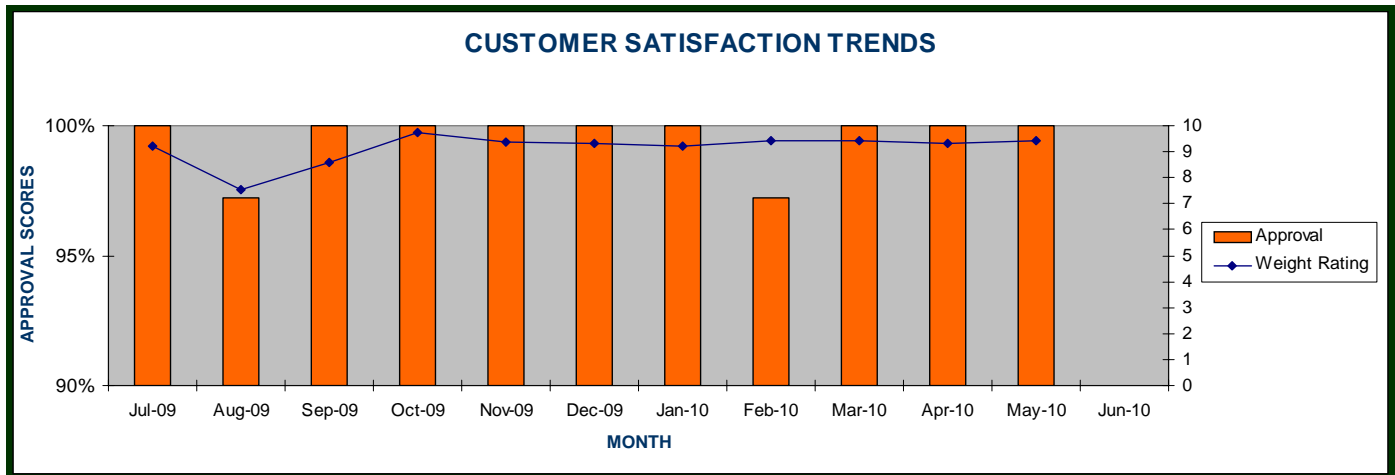
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Please consider the environment.
Do you really need a paper copy of this newsletter?

Quality Standards/Results (continued from pg. 1)

Customer satisfaction survey results continue to be exceptional:



Five percent of the customers were surveyed with an overall approval rate of 100%. The average weighted score which reflects how satisfied the customer was based on a scale of 1 to 10 (10 being the best) was 9.4. Positive comments included: (ACI Sewing) “*Continues to do a fantastic job for us*” from Kingman MTC; “*Everything is great, ACI does a good job for us*” from NAU in regards Upholstery and “*Great Job*” for Perryville Sewing from Keefe.



John Hawley with his classic 1949 Mercury

***ACT's* May Employee of the Month**

John Hawley
Correctional Industry Production Supervisor

Congratulations to John Hawley our May Employee of the Month. John joined ACI ten years ago as the Perryville Sewing Shop Manager and has consistently done a remarkable job.

Despite the space limitations, John manages a profitable shop with an emphasis on quality and safety. Additionally, John has built a very skilled and hard working group of inmates. In May, ACI relied heavily on John's experience and expertise in the conversion of the East Unit (Florence) Mattress shop to a 3rd Sewing Shop.

With John's help the establishment of the shop was seamless and they are now helping with sheets, towels, pillow cases and other products. The addition of this shop is anticipated to expand our capacity for sewing in the future, and will be instrumental in the accomplishing just in time inventory. Vice President Gregg Hillebrand said “John is the best.”

Anyone who knows John will undoubtedly know he is a passionate collector of classic cars. As an avid collector, and resident expert, John owns the 1949 Mercury (pictured above), as well as a 1929 Ford Full Fender Roadster – finished; 1932 Ford High Boy Roadster- finished; 1956 Ford F100 Pick-up under construction and a 1932 Ford Sedan under construction. John does a lot of the work himself and enjoys showing these beauties at classic car shows.



Going Green with Lean

It is no surprise that we would begin a conversation about “green” initiatives by discussing the benefits of Lean manufacturing/service. By implementing this continuous improvement philosophy in all aspects of operation (manufacturing, service and administration) we continue to discover opportunities to achieve “green” options for optimizing our processes, production, and ultimately our customer’s satisfaction.

It is an essential part of business to reduce waste and identify how best to use materials/inventory in a cost effective and thoughtful manner. Recently during a tour of Metal Fab, Jeff Marler discussed some of their lean efforts. One particularly interesting effort detailed how frequently orders require a pattern to be cut from sheet metal that would render the sheet useless for other projects; however, the shop used this opportunity to offer one of a kind plant trellises. We applaud them for their innovative, “green” approach to manufacturing. Another example of effectively limiting waste is our ability to make products that last a long time and our ability to refurbish items; both of which reduce waste in landfills.

Furthermore, in response to the changing demands for sustainable, “green” options, ACI has partnered with companies that hold the highest distinction in lean manufacturing, such as, 3M, AIS, Bonded Logic, Environ biocomposite and CAF. Utilizing “green” products wherever possible has made ACI a more environmentally responsible company while continuously striving for the highest standards for quality.

Here are some “Green” suggestions:

Green Ideas - work & home

SAVE ENERGY TO SAVE MONEY

- Set your thermostat a few degrees lower in the winter and a few degrees higher in the summer to save on heating and cooling costs.
- Install compact fluorescent light bulbs (CFLs) when your older incandescent bulbs burn out.
- Unplug appliances when you're not using them. Or, use a "smart" power strip that senses when appliances are off and cuts "phantom" or "vampire" energy use.
- Wash clothes in cold water whenever possible. As much as 85 percent of the energy used to machine-wash clothes goes to heating the water.
- Use a drying rack or clothesline to save the energy otherwise used during machine drying.

GAS

- Combine Errands-plan most efficient route/time of day
- Share a Ride-get a few extra winks (unless you're driving)
- Lower Speed/Use Cruise Control-great for lead feet
- Telecommute- if you company allows it

WATER

- Take Shorter Showers-think fast forward
- Water Lawn/Plants Early Morning
- Use Automated Car Wash-uses less water/time than in your driveway
- Run Full Loads in Washers, Dryers & Dishwashers-in off-peak hours

PAPER

- Opt out of Junk Mail/ Mail list
- Recycle Newspapers/Magazines- can also share/donate magazines
- Bank on Line-save time and stamps too
- Two-sided printing/copying

MISCELLANEOUS

- Turn off Lights-when out of room for more than a few minutes
- Donate Clothes/Household Items-recycle AND help someone
- Use Fans vs A/C when possible- a fraction of the cost
- Use Reusable Shopping Bags
- Close Fireplace Damper-when not in use
- Use the draft option when printing to save cartridge or print in gray
- Use the print preview option before printing
- Use a water filter to purify tap water instead of buying bottled water.

It is estimated that:

- We only use 20% of the stuff in our homes.
- We wear 20% of our clothes 80% of the time.
- De-cluttering eliminates 40% of work needed to clean the average home.

Did you know:

If every American home replaced just one light with an ENERGY STAR light, we would save enough energy to light more than 3 million homes for a year, about \$700 million in annual energy costs, and prevent 9 billion pounds of greenhouse gas emissions per year, equivalent to the emissions of about 800,000 cars.



Each year, 1.5 million barrels of oil are used to produce plastic water bottles...and even more if you factor in the transporting of said bottles.

90% of plastic water bottles are not recycled, so they wind up in landfills where they take thousands of years to decompose.

The Heat Can Make You Sick!

Heat Cramps

Muscle spasms or cramps are an early warning sign of heat illness. Immediately get to a cooler place and rest. Lightly stretch the affected muscle. Drink ½ a glass of water every 15 minutes.

Heat Exhaustion

Sweating heavily, headache, upset stomach or vomiting, and dizziness are all signs of heat exhaustion. Cool, moist, pale or flushed skin (turns red) are also signs of heat exhaustion. Heat exhaustion can become heat stroke. Immediately get to a cooler place and rest. If symptoms worsen, get help immediately. Drink ½ a glass of water every 15 minutes.

Heat Stroke

Hot, red skin, dizziness and confusion: rapid weak pulse, and rapid shallow breathing are signs of heat stroke. If a person was sweating from activity, skin may be wet; otherwise, it will be dry. Call 9-1-1 or your local emergency number. Immerse in a cool bath or wrap with wet sheets and turn on air conditioning and a fan. Watch for breathing problems. If you are helping someone and they refuse to drink water or are throwing up, don’t give them anything to eat or drink.

Protect Yourself From Extreme Heat!

- Avoid strenuous activity on hot days
- Limit activities to the coolest part of the day (4:00 a.m. – 7:00 a.m.)
- Rest often in shade
- If active between 11:00 a.m. and 4:00 p.m., drink at least one quart of water every hour
- Stay in air conditioned areas, if possible
- If air conditioning is not available, stay on the lowest floor, away from sunshine, and go to a publicly air conditioned area in the hottest part of the day
- Have a buddy system where relatives, neighbors, or friends check on each other
- Wear lightweight, light colored clothing
- Drink plenty of water, even if you don’t feel thirsty
- Avoid drinks with alcohol or caffeine, which worsen the effects heat has on your body
- Never leave an infant, child or pet unattended in parked vehicles
- Eat small meals often
- Avoid foods that are high in protein or salt

If your heart begins to pound, or if you become light-headed, confused, weak or faint, STOP ALL ACTIVITY!! GET ASSISTANCE IMMEDIATELY!!

Certain Medications Potentially Causing Adverse Health Effects During Excessive Heat Events	
Medicine Family	Examples of Drug Classes and Drugs
Anticholinergics	Antihistamines: Benadryl (diphenhydramine) and Vistaril (hydroxyzine) Parkinsonism meds, Atropine/scopolamine, Belladonna alkaloids, Neuroleptics Antispasmodics
Stimulants	Ephedrine/pseudoephedrine, Dietary agents: ma huang
Neuroleptics (antipsychotic)	Phenothiazines: Mellaril (thioridazine), Thorazine (chlorpromazine), promethazine, and prochlorperazine, Thioxanthenes: chlorprothixene and Novane (thiothixene), Butyrophenones: Haloperidol
Other	Lithium